Department of Technology Services (DTS) Advisory Council (DTAC)

Charter

The DTS Transition Advisory Council (DTAC) is chartered by the State of Utah CIO to provide consultation, reviews, and recommendations on DTS initiatives and issues, and to provide operational oversight over the completion of the DTS transition process and ongoing DTS operations, both during and after transition.

Council Membership

Membership of the DTAC includes the following core members of the Executive Management Team:

- CIO/Executive Director of DTS
- DTS Chief Operations Officer (Chair)
- DTS Transition Team Leaders (Representing the Four Communities of Interest)
- Director of DTS Strategies and Architectures
- Director of Administrative Services
- Executive Assistant to the CIO/COO
- Executive Staff of the CIO

The council may add temporary members, or form and dissolve ad hoc teams as needed, based on the decision processes defined below in the Section "Meeting and Voting Process."

Operating Philosophy and Objectives

The success of DTS depends on the ability to meet the IT service support requirements of all State of Utah agencies, while simultaneously identifying enterprise-level opportunities and initiatives that can optimize overall performance and service delivery. Realization of this objective requires continuous, effective collaboration between DTS service delivery functions and advocates of the agencies – the Transition Team Leaders and the IT Directors effective collaboration requires a relationship through a check and balance system that will provide customer service through operational excellence.

Specific Duties

The primary duties of the CIO include:

- Charters the DTAC and approves DTAC membership.
- Provides overall direction, relevant current information, and mission context for the DTAC.

- Receives input from and acts on recommendations from the DTAC. Actions on recommendations can include acceptance, return to the DTAC for revisions or additional information, or rejection. In all cases, and as part of the formal minutes, the CIO will provide the rationale for each action in response to a DTAC recommendation.
- Participates in the voting process as defined below in the Section "Meeting and Voting Process"

The primary duties of the COO Include:

- Follow the defined process for DTS Meeting Management including:
  - Maintaining the schedule for DTAC meetings
  - Setting the agenda for DTAC meetings
  - Reviewing the minutes from the previous meeting
  - Managing the Council voting process
  - Ensuring all positions are documented when consensus cannot be reached
  - Ensuring that action items are identified and assigned
  - Ensuring that meeting minutes are taken and distributed
- Provides DTS execution and operational performance information for Council review.
- Brings proposed execution and operational initiatives to the Council for review and recommendations.
- Reports on the status of previously approved initiatives.
- Communicates DTAC recommendations to the CIO and coordinates CIO responses back to the DTAC when the CIO is not in attendance.
- Works closely with the other members of the DTAC to transfer transition pilots and other studies and initiatives to an execution or operational state, which might be within DTS or managed at the agency level, as appropriate.
- Participates in the voting process as defined below in the Section "Meeting and Voting Process"

The primary duties of the DTAC members (formerly Transition Team Leaders) include:

- Through a strategy or approach maintained by the DTAC members, coordinates closely with all IT Directors to ensure the business needs and priorities of all agencies are understood
- Using the established IT investment review process, brings proposed transition or optimization projects, initiatives, issues or investments to the DTAC for review and recommendation.
- Provide operational oversight and management of initiatives not yet optimized and managed by the Chief Operating Officer.
- Participates in the voting process as defined below in the Section "Meeting and Voting Process"

Meeting and Voting Process

DTS Transition Team meetings will use the following criteria:

Meeting Agenda & Handouts
- Agenda items & handouts will be submitted to the CIO/COO Administrative Assistant by a Transition Team Lead (or designated representative) for both meetings by the Friday prior to the meeting by close of business.
- Agenda items will be reviewed by the CIO/ED & COO for appropriateness and completeness (& whether this should be taken to the IT Directors).
- All documentation (including the agenda) needed for the meeting and associated with the agenda items will be placed in the "DTS Transition" folder on the shared drive. Team members will need to print their own handouts for meetings unless otherwise noted.
- Each agenda item presented will have a 15 minute time limit unless determined prior to the meeting
- Determination on information only, decision or action provided by the person submitting the agenda item.

Meeting Minutes
- Minutes will be taken at each meeting.
- Action items will be a permanent part of the meeting minute records and will include: Required action and Completion date.
- Meeting minutes will be available by close of business on the day after the meeting.

Meeting Protocol
- Each Team member will be provided a binder for meeting materials
- Meetings will follow "Roberts Rules of Order" including dissenting opinions (including who & an explanation of why). www.robertsrules.com
- When it has been determined that an item needs to be turned over to a Sub-team, a Chair will be determined by the group along with a report date (when this item needs to come back to the Transition Team) and recommendations.